

Marlene H. Dortch  
Secretary of the F.C.C.  
445 12th Street Sw; Room Tw-B204  
Washington, DC 20554

DATE:

Received & Inspected

MAR 20 2013

Dear Secretary Dortch,

"This is a Public Comment for WC-Docket number 12-375." The following is a list of 5 things to help inmates keep in contact with their families. We are requesting: **FCC Mail Room**

1. Cheaper phone rates
2. A 10 minute free call for all inmates daily
3. No connection fees
4. No commissions
5. AT&T has a 15 minute phone call service for \$1.00

We would greatly appreciate it if you can make these changes for us, so we can have better communication with our children and family members. Thank you in advance for your time and consideration.

Sincerely Yours,

Amin Evans DOC# DZ-1746

SCI Huntingdon  
1100 Pike Street  
Huntingdon, PA 16654

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List ABOVE

HIS IS A PUBLIC COMMENT FOR WC DOCKET NUMBER 12-375.

Received & Inspected

March 14, 2013

MAR 20 2013

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, SW; Room TW-B24  
Washington, DC 20554

FCC Mail Room

Dear Ms. Dortch:

This issue is very important to me. I receive 2 to 4 phone calls a month from my loved one currently in the prison system. However, the volume of these calls varies from excellent to non-existent. This is true for all calls, not just some of them. Each and every call has a varying volume throughout the call. Yet I must pay \$5.87 plus tax for each phone call. This is a captive phone call for which there is no competition. (Out of state calls are four (4) times this amount!!!!!!). This is intolerable, and YOU would not put up with it for your personal phone calls - so why should I be subjected to it?

For every phone call received, I can hear the caller just fine for a few seconds, and then for several seconds I can hear NOTHING AT ALL, and then I can hear the caller again for a few seconds. This sequence occurs repeatedly throughout the phone call.

At first, I paid for these charges via my local phone company. Then, all of a sudden Global Tel Link called and said I no longer could receive calls.. I called them back, inquiring as to why. I was told there was no reason for me not to receive calls as my account was paid in full. I called them again, and this representative said my local phone company could not be paid for these calls, that I had to pay Global Tel Link directly. This could be done with discounted pre-paid method or a monthly billing. When using their pre-paid method, if one stops using it, they keep all unused funds OR charge a LARGE FEE to send any monies left over.. In my opinion, this is theft. Taking something that is not theirs. So I chose the monthly billing. When I called a third time, I was told that pre-paid method was not available. Thus - 3 phone calls and 3 different answers., How about that????

One free phone call (AT LEAST) should be available to the inmate - to the person of his/her choice.

The phone call is constantly interrupted with messages like "this call is from a prison, etc". Right, that is what I was told when I accepted the charges. This requirement needs deleted.

A timely - if not personal - response would be appreciated.

Thank you,

*Carl Roberts*

Carl Roberts  
48896 Marietta Rd  
Caldwell, Ohio 43724

No. of Copies rec'd 0  
List ABCDE

740-732-2792

**RANDY GUTIERREZ AM-2533**

**3/14/13**

**A-002-1003-005L**

**CASTF/SP**

**P.O. Box 5248**

**Corcoran, Ca. 93212**

**Received & Inspected**

**Rulemaking Number (12-375)**

**MAR 20 2013**

**FCC Mail Room**

**Dear FCC,**

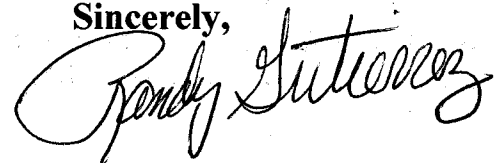
**We are deaf inmates currently serving our term at California Substance Abuse Treatment Facility (CSATF) AT Corcoran, California. There are seven yards of different levels, and there are approximately a total of 40 deaf inmates exclusively using American Signing Language. We have requested a video phone communication system at CSATF and the request has been denied.**

**Only TDD has been provided, and it is unusable to us for several reasons. There are numerous of deaf inmates with 2.0 and lower TABE scores (reading/whitening level) therefore they are unable to communicate using TDD equipment. The TDD is not under the prison telephone contract with Global Tel Link (GTL). It costs much more for collect calls on TDD.**

**Our family members and friends, who are deaf, are no longer using the obsolete TDD system. A 2012 report from the FCC's TTY Transition Subgroup of the Emergency Access Advisory Committee indicates that TDD use is decreasing by 10% per year, and has fell by half over the past seven years. We are not able to communicate with their videophone through TDD, and the relay services provides assistance between TDD to voice telephone only, not deaf to deaf.**

**The deaf inmates get full communication with American Signing Language (ASL) only through the video phone, not TDD. Typewritten communication is not the equivalent of voice communication for individuals who primary communication is sign language. Unlike most spoken language, ASL does not have a written component.**

**Sincerely,**



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There is evidence in the record to indicate that inmates with hearing disabilities may not have access to ICS inmate Calling Services) at reasonable rate using TTYs. The record suggests that because the average length of a telephone conversation using a TTY is approximately four times longer than a voice telephone conversation, deaf and hard of hearing inmates who use toys have to pay more than their hearing counterparts. The record also suggests that try user have had to pay additional fees for connecting to a try relay operator. We seek comment on the types of ICS access that individuals who are deaf or hard of hearing experience during their incarceration. Where such access to ICS is provided, are the rates the same as those available to those with out disability? If the rates differ, what is that difference and what are the explanations for such difference? We note that section 276 (b) (1) (A) specifically exempts "telecommunication relay service call for hearing disabled individuals" from the commission-established "per call compensation plan" ensuring that ICS providers are "fairly compensated." How should the commission take this exemption into account in examining rates?

A 2012 report from the FCC's try Transition subgroup of the Emergency Access Advisory Committee indicates that try use decreasing by about 10% per year, and has cut in half over the past seven years.

No prison or jail is known to have installed captioned telephones, many using security as an excuse for discrimination. Other facilities ensure that deaf prisoners have access to Free try call pursuant to the Telecommunication Act of 1996.

DEAR SECRETARY DORTCH,

Received & Inspected 3/15-13

MAR 20 2013

FCC Mail Room

This is A public Comment for WC Docket #12-375

I'm writing in behalf of high phone cost, that is effecting me in A MAJOR way. Since my incarceration I have been distant from my wife & kids. Do to financial burden that we don't have any control over. I would also like to keep in touch with my elderly family members As well.

As I address my concerns, hope that this issue could be resd/ved. Prison nowadays are very much different from the past years. Where I believe a certain percentage of people is wrongfully being accused and taken away from their family.

As well, prison has come a way of life & AS A business that I feel is down right wrong. Not that I as A people incarcerated being taken from society, dealing with high court fees, getting the things that I need, I have to depend on family that send me money which TDOC takes half. Keeping me in A bind.

Not just, I being in prison, My family is in prison to because in order to recieve something from them the prison takes half before I get it. So I come to the conclusions that we AS inmates should be able to talk with family & friends AT A lowest cost.

No. of Copies rec'd 0  
LIST/ASCODE

LAMONT Johnson #498866

T.C.I.X - MAIN - 4A-221

ONLY, Tennessee 37140-4050

Turney Center School

Dear Secretary Dortch,

"This is a Public Comment for WC-Docket number 12-375." the following is a list of 5 things to help inmates keep in contact with their families. We are requesting:

- 1) Cheaper phone rates
- 2) A 10 minute free call for all Inmates Daily
- 3) No Connection fees
- 4) No Commissions
- 5) At&t has a 15 minute phone call for \$1.<sup>00</sup>

Received & Inspected

MAR 20 2013

FCC Mail Room

We would greatly appreciate it if you can make these changes for us, so we can have better communication with our children and family members. Thank you in advance for your time and consideration.

Sincerely Yours,

John Wehr DOC# EG-1148

1100 Pike Street  
Huntingdon, Pa 16654

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LIST ABCDE

Dear Secretary Dortch,

"This is a Public Comment for WC-Docket number 12-375." the following is a list of 5 things to help inmates keep in contact with their families. We are requesting:

- 1) Cheaper phone rates
- 2) A 10 minute free call for all Inmates Daily
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Received & Inspected

MAR 20 2013

FCC Mail Room

We would greatly appreciate it if you can make these changes for us, so we can have better communication with our children and family members. Thank you in advance for your time and consideration.

I would like to personally add that, we should pay whatever is normal for a in same state 15 minute phone call. \$5.45 is way to expensive.

Sincerely Yours,

Michael Dawd DOC# HL 0691

1100 Pike Street  
Huntingdon, Pa 16654

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List ABCDE \_\_\_\_\_

Kelly R. Carr  
Spring Creek Correctional Center  
3600 Bette Cato  
Seward, Alaska  
99664

Received & Inspected

MAR 20 2013

FCC Mail Room

March 12, 2013

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, SW; Room TW-B204  
Washington, DC  
20554

Dear Secretary Dortch,

I wish to comment on the FCC's proposal to regulate the cost of prison phone calls. I have been incarcerated for nine years and will be released on parole at the end of June 2013. I have served the majority of my sentence in the State of Alaska, but did serve two years under interstate compact in the State of Washington at five different prisons. The cost of phone calls in both States is outrageously high. I call my parents and my brother with his wife only once per month now because I feel I would be putting a huge financial burden on them if I were to call more often. I call my son once per week as it is less expensive because he lives in Alaska, but I no longer call any of my other relatives or friends because of the cost that I cannot afford. I would conservatively estimate that my family and I have spent well over \$5,000.00 in phone charges during the past nine years.

During the two years that my son lived on the college campus, I couldn't call him at all because he only had a cellphone and the prison refuses to allow calls to cellphones. The prison also refuses to allow prisoners to use call-forwarding which would greatly reduce the cost of calls by having a local number with fixed forwarding that would provide unlimited calls for less than the cost of one call through the current service provider. These restrictions are not security based, but rather are intended to increase the profit margins of the phone service company and the kickbacks to the Department of Corrections. In Alaska, the single greatest factor used to determine the awarding of the prison phone service contract is the amount of money paid to the Department of Corrections. Under the current contract, the higher the gross revenue is for the phone company, then the higher the percentage of kickback is for the Department of Corrections. The phone company uses several gimmicks to increase gross revenue.



The phone calls are limited to thirty minutes and there is a connection fee of nearly \$6.00 in addition to the per minute rate of nearly \$0.90. For several months, nearly every phone call would be disconnected after only a few minutes with a recording that said, "three-way calling is not allowed", but my family doesn't have three-way calling service and we did nothing to try to make such a call. I can only imagine the amount of revenue generated by this scam being perpetrated on tens of thousands of prisoners and their families. My parents are charged approximately \$7.00 every time they add money to the pre-paid account, and are told the money will be seized as forfeited if it is not used within 180 days. My brother and his wife are charged approximately \$15.00 per month as an account maintenance fee even if I don't call during the month. The phone company also uses third-party billing which allows for additional charges which can nearly double the cost of a thirty minute call.

I suggest as a solution that all phone service contracts must be awarded to the lowest bidder which is a customary practice when issuing a request for proposals. I also suggest mandating the use of renewable pre-paid calling cards with the condition that the phone service company be limited to a maximum ratio of 'card minutes' to 'actual call minutes', such as 3:1 or even 5:1 without any connection fees. Because many people don't have standard land-lines anymore, but only cell phones, calls to cell phones should be mandated as permissible. Call forwarding should also be mandated as permissible since this is a reasonable way to reduce cost without comprising security. I do not suggest mandating any amount of free phone calls as this would be unnecessary if the cost of calls were restricted to reasonable levels.

Allowing prisoners to maintain contact with their family and other individuals whom they will rely upon for support when released is an essential part of any realistic plan of rehabilitation. It is a well-known fact that recidivism is reduced among prisoners who maintain close contact with their family while they are incarcerated. In this age of advanced technology, telephone calls are the easiest and most common way of maintaining that contact. The only question is why the FCC has waited until now to consider regulating the cost of such calls. I encourage you in your endeavor to protect prisoners and their families from the corruption which is evident in current policies on this matter. Thank you.  
Sincerely,

*Kelly R. Carr*

# **ADAMS COUNTY SHERIFF'S OFFICE**

**215 N. Franklin St. • Kirksville, MO 63501**  
**Phone: (660) 665-4644 • Fax: (660) 785-3224**



**SHERIFF**  
**ROBERT T. HARDWICK**

March 13<sup>th</sup>, 2013

Ms. Marlene Dortch  
FCC, Office of the Secretary  
445 – 12<sup>th</sup> St. SW Room TW-A325  
Washington D.C. 20554  
Attn: Chairman Genachowski

Received & Inspected

MAR 20 2013

FCC Mail Room

Subject: Rates for Interstate Inmate Calling, WC Docket No. 12-375

Dear Chairman Genchowski,

It has come to our attention that the FCC is accepting comments on a proposed rulemaking to regulate inmate telephone calling rates. It is important for the continued investigatory effectiveness and security within law enforcement that the FCC keep in mind the costs we bear to provide such phone service and visitation and video visitation services. These include transporting inmates to the p hones, the space to house phones and other equipment, offering free calling on booking phones and for indigent inmates, free calling to immigrations/embassies/consulates/attorneys/bonding companies and providing staff to listen to calls and providing electricity to power the phone system, providing escorts for technicians to install and repair and the cost to handle subpoenas for call records and recordings.

Our phone company reminds us that they incur costs that are not required in payphone or residential calling. These include software and hardware required to provide the capability to control calls (e.g. blocking calls), monitor calls, record calls, store calls, technical support for jail staff and the cost to repair phones that are many times hundreds of miles away.

We hope to continue to charge at least \$0.50 per minute on all jurisdictions of calls, both prepaid and collect.

Thank you for your consideration of our basic needs.

Sincerely,

Sheriff Robert T. Hardwick

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This is a public Comment for  
WC Docket Number 12-~~510~~

Received & Inspected

MAR 20 2013

Dear Secretary Dorch;

FCC Mail Room

I am writing on behalf of my  
son who is incarcerated in Michigan.  
The cost used to be \$1.80 per call. They  
decided to raise the amount to \$3.00 a  
call. This makes it very hard on me  
I'm a senior citizen on a set in-  
come and that means I don't get to  
talk to my son as much as I would  
like to. Also why can't all calls on  
Christmas be cut in half or Free to  
each inmate just 1 call each.

So for what its worth I think the  
phone calls shouldn't be more than  
a \$1.00 a call for 15 min. Calls at Christmas  
should be limited to 1 call per inmate  
for free. Thank you for listening to me.

Kohler England  
20995 m60  
Homer, MI  
49245

Number of Copies rec'd 0  
DATE

MAR 20 2013

Dear Secretary Dortch

This is a Public Comment For ~~WCC~~ **FCC Mail Room** Number 12-375.

I am an Inmate currently in the Nevada department of Corrections. I am writing you about the cost of the phone rates that all NDOC Inmates are being charged for long Distance out of State calls, for me to call my family in the State of Oregon the cost is \$2.50 for connection fee, then \$.50 for the first minute and \$.49 a minute. There after, my family i call are retired senior citizens neither they or myself can afford these Phone fees Implemented by the Phone Company "IC Solutions". I also have a sister who lives local in the Nevada state. the cost of a call from Carson City to Reno Nevada is now \$1.<sup>13</sup>~~00~~ connection fee and \$.13 a minute, the Problem here is a \$5.00 phone time bought off of the Inmate canteen only allows one 30 minute call or two calls of less than 10 minutes when before February 1-2013 the local calls were 1.95 for 1/2 hour. The Inmates do not get free calls when our phone calls are dropped which happens a lot in the NDOC phone system, they continually are raising our Phone rates, we hope and Pray that You and Your staff at the FCC may be able to help us. Thank You and God Bless You All. Inmate

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List ABCDE

Charles Hunt # 1007236  
WSCC P.O. Box 7007  
Carson City NV 89702

MAR 20 2013

Dear Secretary Dorch

March 14 - 2013  
FCC Mail Room

My name is Shannon Ferguson #220909 and I am in the Tennessee Prison's I am writing you about the phone systems. It cost me my family so much for me to call home that I don't get to talk to my family but ~~once~~ a month and that is only to my Mother that I call to Kingsport TN it cost me \$6.25 to call Because of that my Mother works 3 jobs Just to Be able to Put money on the phone. I also call my Father that Live's in Sarasota Fla it cost \$13.47 for one call. If something could Be done about the cost of phone calls would Be greatly appreciated By myself and my Family If I can help in any other way Please don't hesitate to contact my at the address on the Bottom of the page

Shannon Ferguson #220909  
TCIX 1499 R.W. Moore Mem Hwy  
only Tenn 37140

Sincerely  
Shannon  
Ferguson

MAR 20 2013

FCC Mail Room

3-09-13

Dear Secretary Dortch

I'm an Alaskan Native that has been using the phone system that has never been looked into especially when we the patrol were using it then in Arizona and Colorado the prepaid way and the collect call system.

I know before being shipped here against my will to the lower 48 to be incarcerated or held against my will, that I've used the phone system in order to communicate with my loved one's and immediate family member's during family crisis, it was good till I've found out how much my relatives pay for to accept my collect calls when we were in Alaska, there was no alternative except open a collect call line which were outrageous for us that came from the bush communities that have unstable economic insecurities.

It would help the prisoners if they had reasonable prices for collect calls or prepaid system which when we were in Alaska we had none, just collect call system.

Is there a possibility to let the prison system start letting the prisoner's use prepaid calling cards purchased from the outside that have cheaper rates to be used

in facilities in Alaska

Does the Department of Corrections have anything to do with, phone companies that set outrageous prices for collect calls? Why don't your office look into and suggest to let these prisoners have prepaid calling cards purchased for them from the outside?

We are not millionaires or have jobs that pay well in order to let the prison system get rich from the prisoners or their families. By stealing behind the ~~prison's~~ prices by violating our right to communicate other than letters.

Thank You

Michael Joseph Nicolai

P.S. How many are part owner's or owner's of the phone company or companies that have worked in the prison system to know how much money is going through the phone system, with the set prices?

" This Is a Public Comment for WC Docket Number  
12-375 "

Dear Secretary Dorch

Received & Inspected

MAR 20 2013

FCC Mail Room

My name is Jason McKenzie ~~Don McKenzie~~  
I am currently incarcerated at S.C.I. MANTANON  
in Grackville PA. When I purchase a \$10.00 @Phone  
call I would only be able to make 2 Two  
Phone calls with it because it cost me \$5.00  
Sometime more to talk 15 minutes to my father.

I believe it cost my uncle more when I  
call him correct he has never told me how  
much it cost him. I pay a \$22.00 connection  
fee and 34 cent per min to talk to my  
@ father. I once had the Phone drop my call  
once and I had to pay for everything over  
again connection fee and per min. I don't have  
the money to afford to buy Phone card so I  
might talk to my father may once every  
three months, I believe I would talk more if  
the Phone Rates were lower and I had some free  
Phone time. Right now I am in court for my  
children but once everything is resolve I would  
be able to talk to my children more if we  
had some type of free call for us. I don't

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here at this Prison. Thank you for  
your concern in this very Important matter.

Sincerely yours  
Jason mckenzie  
Jason mckenzie

know about the disabilities please give other